

How to Write a Descriptive Statement

Descriptive statements, also sometimes called accomplishment statements or action statements, are your opportunity to highlight your accomplishment that are most relevant to the position you are seeking. Effective use of language is the key in communicating your talents to employers so state your experience clearly, allowing the reader to understand your value and what you will bring to the position.

When writing a descriptive statement, these 3 questions should always be answered:

- What was the action you took to complete the task
- What was the problem or task
- What was the RESULT or outcome of your actions

Descriptive statements should always include an action verb and follow these 4 guidelines:

1. Focus more on what you actually accomplished and less on your job duties.
2. Use quantitative measurements with an emphasis on tangible results.
3. Start your statements with impactful language (e.g. an action verb).
4. Focus only on skills and accomplishments relevant to the job you are applying for.

For example:

- **Good:** Hosted networking events
- **Better:** Hosted networking events that increased membership and promoted community awareness
- **Best:** Hosted 15 networking events drawing an attendance of over 2,000 community members and resulting in an increase in membership of 30%.

You can use a mix of “Better” and “Best” throughout the resume. Use the examples below for ideas on how to compose effective descriptive statements of your own.

Organizational Skills

- Reconciled end-of-day receipts to account for daily sales averaging \$1,500
- Organized database to track business contacts and was commended for attention to detail and accuracy

Teamwork Skills

- Gained a reputation for working well on a team, receiving “Team Player” award
- Served as an office liaison, communicating employee concerns to management

Interpersonal Skills

- Interacted with diverse customers on a constant basis, promoting excellent communication and customer service skills
- Defused situations with angry customers and efficiently resolved complaints

Project and Operational Management

- Initiated redesign of office management systems resulting in easier access to information
- Exceeded cost saving goal, reducing costs by 20% through process improvement

Leadership & Management Skills

- Developed strong communication/leadership skills supervising team of 5 direct reports
- Managed daily operations of student book store including opening and closing operations, inventory management, new employee training, customer service, and sales

Written & Oral Communication Skills

- Researched and wrote feature articles for *The Current*, a biweekly student newspaper with a readership of over 5,000
- Presented research findings to panel of eight faculty and students at an undergraduate research symposium

Overview of Accomplishments

- Praised for the ability to solve difficult problems independently and efficiently
- Awarded "Sales Associate of the Month," September 2010